NMCI Contract N00024-00-D-6000
Awarded 6 October 2000

NMCI

NAVY MARINE CORPS INTRANET

Attachment 2C
Old Service Level Agreements Mapping

SLA Name	OLD PC	PC Name	Increment 1	Transition	Additional SLAPCs	Contract Main Body	SOO	Cus. Sat. Incentives	Increment 2	No Longer Required - Delete
Desktop Hardware and Operating System	01C1	Installation Accuracy	101							
	01C2B	Availability	101							
	01C3B	Problem Resolution	101							
	01C4	Customer Satisfaction						X		
Standard Office Automation Software	02C1	Installation Accuracy	101							
	02C2	Software Currency					X			
	02C3	Interoperability	101							
	02C4	Customer Satisfaction						X		
E-mail Services	03C1	Availability	103.1.3						103.1.1	
	03C2B	Problem Resolution	101							
	03C3	Performance of E-mail Transfer		X					103.1.2	
	03C4	Interoperability	101							
	03C5	Customer Satisfaction						X		
Directory Services	04C1	Availability		X					103.1.1	
	04C2	Responsiveness - network connected		X					103.1.2	
	04C3	Responsiveness - dial in	103.7.2							
	04C4	Timeliness of Directory Updates	105							
	04C5	Accuracy of Global On-line Directory								X
	04C6	Interoperability	101							
	04C7	Customer Satisfaction						X		
File Shared Services	05C1	Availability	103.3.1							
	05C2B	File share data integrity	101							
	05C3B	File share data integrity	101							
	05C4	Shared file performance - network	103.3.2							
	05C5	Shared file performance - dial in	103.7.2							
	05C6	Customer Satisfaction						X		
Web Access Services	06C1	Availability		X					103.2	
	06C2	Performance of NMCI Web Access		X					103.2	
	06C3	Interoperability	101							
	06C4	Customer Satisfaction						X		
Newsgroup Services	07C1	Availability								X
	07C2	Interoperability	101							
	07C3	Performance								X
	07C5	Customer Satisfaction						X		
Print Services	09C1B	Availability	101, 103.4							
	09C2	Accessibility					X			
	09C3	Average Density					X			
	09C4	Customer Satisfaction						X		

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NMCI Intranet Performance	10C1	Availability	**107.1**						**103.1.1**	
	10C2L	Latency and Packet Loss	**107.2**							
	10C2PL	Latency and Packet Loss	**101**							
	10C3	Interoperability	**101**							
	10C41	Problem Resolution	**102**							
	10C42	Problem Resolution	**102**							
	10C5	Customer Satisfaction						X		
NIPRNET Access	11C1	Availability		X					**103.2**	
	11C2L	Latency and Packet Loss		X					**103.1.2**	
	11C2PL	Latency and Packet Loss		X					**103.1.2**	
	11C3	Interoperability	**101**							
	11C4	Customer Satisfaction						X		
Internet Access	12C1	Availability							**103.2**	
	12C2	Interoperability	**101**							
	12C3	Customer Satisfaction						X		
Mainframe Services Access	13C1	Availability	**103.6**							
	13C2	Interoperability	**101**							
	13C3	Customer Satisfaction						X		
Desktop Access to Government Applications	14C1	Availability	**103.6**							
	14C2	Interoperability	**101**							
	14C3	Customer Satisfaction						X		
Moves, Adds and Changes	15C1B	Responsiveness	**105**							
	15C2	Government Operational Direction								X
	15C4B	Performance	**105**							
	15C5	Customer Satisfaction						X		
Software Distribution and Upgrades	16C1	Upgrade Backouts								X
	16C2	Upgrades Currency					X			
	16C3	Patches currency					X			
	16C4	Customer Satisfaction						X		
User Training	17C1	Security Training Execution Reporting					X			
	17C2	User Training Execution Reporting					X			
	17C3	User Training Availability Reporting					X			
	17C4	Quality						X		
Unclassified Remote Access	18C1	Availability	**103.7.1**							
	18C2	Capacity			X					
	18C3	Performance								X
	18C5	Customer Satisfaction						X		
Classified (secure) Remote Access	19C1	Availability	**103.7.1**							
	19C2	Capacity								X

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	19C3	Performance								X
	19C5	Customer Satisfaction						X		
Portable Workstation Wireless Dial-in	20C1	Meantime to repair/replace for hardware components								X
	20C3	Customer Satisfaction						X		
Organizational Messaging Service	20AC1	Availability	**101**							
	20AC2	Problem Resolution	**101**							
	20AC3	Interoperability	**101**							
	20AC4	Customer Satisfaction						X		
Desktop Video Teleconference Services	21C1	Availability								X
	21C2	Audio and Video Quality (Integrity)								X
	21C3	System Performance								X
	21C4	Gateway Capacity								X
	21C5	Interoperability	**101**							
	21C6	Customer Satisfaction						X		
	21C7	Reliability of Session Initiation								X
Voice Communications	22C1	Availability					X			
	22C2	Dial Tone Delay					X			
	22C3	Grade of Service (GOS) – End User-to-End User Calls (Intra NMCI)					X			
	22C4	Grade of Service (GOS) – End User to External Networks					X			
	22C5	Latency					X			
	22C6	Delay Variation / Jitter					X			
	22C7	Trouble Repair Times					X			
	22C8	Operator-Assisted Calling					X			
	22C9	Absolute Echo Path Delay					X			
	22C10	Interoperability	**101**							
	22C11	Customer Satisfaction						X		
Voice Mail	22AC1	Voice Mail Grade of Service					X			
	22AC2	Voice Mailbox Size					X			
	22AC4	Customer Satisfaction						X		
Basic Help Desk Services	23C1NP	Responsiveness - Response time							**104.2**	
	23C1NP1	Responsiveness - Response time	**104.1.1**							
	23C1NP2	Responsiveness - Response time	**104.1.1**							
	23C1P	Responsiveness - Response time	**104.1.1**						**104.1.2**	
	23C1P1	Responsiveness - Response time	**104.1.1**							
	23C1P2	Responsiveness - Response time	**104.1.1**							
	23C2	Responsiveness - Percentage of calls abandoned	**104.3**							

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SLA Name	OLD PC	PC Name	Increment 1	Transition	Additional SLAPCs	Contract Main Body	SOO	Cus. Sat. Incentives	Increment 2	No Longer Required - Delete
	23C3	Responsiveness - Level of customer satisfaction						X		
	23C4B1	Responsiveness - General Administration including Establishing User Accounts and Update/Reset Passwords	101							
	23C4B2	Responsiveness - General Administration including Establishing User Accounts and Update/Reset Passwords	105							
	23C5B	Responsiveness - Percentage of calls to the Help Desk that are resolved on first contact within 30 minutes	104.4							
	23C6	Responsiveness - Compliance with escalation procedure								X
	23C7	Responsiveness - User message by helpdesk Automated Call Distribution system of unplanned service outages, and expected return to service status								X
WAN Network Connectivity	24C1	Availability	107.1						103.1.1, 103.2	
	24C3	Percent Bandwidth Used			X					
	24C41	Problem Resolution Wide Area Network Service	102							
	24C42	Problem Resolution Wide Area Network Service	102							
	24C4A1	Problem Resolution – Network Redundancy	102							
	24C4A2	Problem Resolution – Network Redundancy	102							
	24C5	Interoperability	101							
	24C6	Customer Satisfaction						X		
BAN/LAN Communication Services	25C1B	Availability		X					103.1.1	
	25C1L	Availability		X					103.2	
	25C2	Latency	107.2	X					103.1.2	
	25C3	Percent Bandwidth Utilization on Shared Network Segments			X					
	25C4	Problem Resolution	102							
	25C4B1	Problem Resolution	102							
	25C4B2	Problem Resolution	102							
	25C5	Interoperability	101							
	25C6	Customer Satisfaction						X		
Movable VTC Seat	26C1	Availability							107.3	

SLA Name	OLD PC	PC Name	Increment 1	Transition	Additional SLAPCs	Contract Main Body	SOO	Cus. Sat. Incentives	Increment 2	No Longer Required - Delete
	26C2	Video Quality							107.3	
	26C3	Gateway Capacity					X			
	26C4	Multi-Point Capacity					X			
	26C51	Reliability of Session Initiation							107.3	
	26C52	Reliability of Session Initiation					X			
	26C6	Interoperability	101							
	26C7	Customer Satisfaction						X		
Proxy and Caching Service	26AC1	Availability		X					103.2	
	26AC2	Average Hit Ratio								X
	26AC4	Customer Satisfaction						X		
External Networks	27C1	Availability					X			
	27C2	Implementation Time					X			
	27C3	Percent Bandwidth Used					X			
	27C41	Problem Resolution	101							
	27C42	Problem Resolution	102							
	27C5	Interoperability	101							
	27C6	Customer Satisfaction						X		
Network Management Service -- Asset Management	28C1	Time to Implement Asset			X					
	28C2	Time to Remove Asset								X
	28C3	Accuracy of Asset Inventory					X			
Operational Support Services	29C1	Quality & Timeliness of Reports					X			
	29C2	Data Backup/Archiving & Recovery Effectiveness					X			
	29C4	Disaster Recovery Plan Effectiveness			X					
Capacity Planning	30C1	Quality of Planning					X			
	30C2	Availability and Timeliness of Reports					X			
	30C3	Report Integrity					X			
System Services -- Domain Name Server	31C1	Availability		X					103.1.2	
	31C2	Latency		X					103.2	
	31C4	Periodic Reporting of DNS Table Entries					X			
Application Server Connectivity	32C1	Availability								X
	32C2	Implementation Time			X					
	32C3	MTTR Backbone to Server network segment								X
	32C4	Network Loading			X					
Network Operations Display	32AC1	Availability					X			
	32AC2	Customer Satisfaction						X		
NMCI Security	33C1	Accreditation			X					

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Operational Services – General	33C2C	Security integrity-Third Party Physical Inspections					X			
	33C2U	Security integrity-Third Party Physical Inspections					X			
	33C3C	Security integrity-Security Measures	**106.4**				X			
	33C3U	Security integrity-Security Measures	**106.4**				X			
	33C4C	Blocking of an Intrusion (user level) External					X			
	33C4U	Blocking of an Intrusion (user level) External					X			
	33C5C	Blocking of an Intrusion (root level) - External					X			
	33C5U	Blocking of an Intrusion (root level) - External					X			
	33C7C	Blocking of a data retrieval - Internal					X			
	33C7U	Blocking of a data retrieval - Internal					X			
	33C8C	Blocking of a data integrity attack - Internal					X			
	33C8U	Blocking of a data integrity attack - Internal					X			
	33C9C	Detection of Red Team Intrusion Attempts	**106.1**				X			
	33C9U	Detection of Red Team Intrusion Attempts	**106.1**				X			
Information Assurance Operational Services - PKI	34C1A	Certificate Validation	**103.5**							
	34C1C	Certificate Revocation			X					
	34C1U	Certificate Revocation			X					
	34C2C	Ability of one NMCI user to obtain the DOD Public Key Infrastructure X.509 certificate of another NMCI user			X					
	34C2U	Ability of one NMCI user to obtain the DOD Public Key Infrastructure X.509 certificate of another NMCI user			X					
	34C3C	User registration for DOD Public Key Infrastructure within NMCI			X					
	34C3U	User registration for DOD Public Key Infrastructure within NMCI			X					
	34C4	Interoperability	**101**							
Info Assurance	35C1	SIPRNET Access Availability							**103.2**	

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Operational Services - SIPRNET Access	35C2	SIPRNET Access Verification	106.1, 106.4							
	35C3	Interoperability	101							
	35C4	Customer Satisfaction						X		
Information Assurance Planning Services	36C1C	Security Event Reporting	106.2							
	36C1U	Security Event Reporting	106.2							
	36C2C	Security Incident Response	106.3							
	36C2U	Security Incident Response	106.3							
	36C3C	Security Product Refresh			X					
	36C3U	Security Product Refresh			X					
	36C4C	Security Vulnerability Remediation	106.4							
	36C4U	Security Vulnerability Remediation	106.4							
Integrated Configuration Management	36AC1	Time to update CM system					X			
Integration and Testing	36BC1	Time to Configure Asset								X
	36BC2	Test Coordination with the Government								X
Technology Refreshment	36CC1B	Workstation Refreshment				X				
	36CC2B	Refreshment Timeliness			X					
	36CC3BB	Average Relative Performance of Refreshment Workstations				X				
	36CC3BR	Average Relative Performance of Refreshment Workstations				X				
	36CC3BT	Average Relative Performance of Refreshment Workstations				X				
	36CC3BW	Average Relative Performance of Refreshment Workstations				X				
	36CC4	Customer Satisfaction						X		
Technology Insertion	36DC1B	Demonstrated Benefit					X			
	36DC2B	Benefit Significance					X			
Sea-Shore Rotation Support Training	37C1	Skill Maintenance and IT Professional Development				X				
	37C2	Core Competency Development				X				